

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION  
2002 SEP 13 A 11:08  
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## FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case: 02-0698

# ORIGINAL

Regarding a complaint by (Person making the complaint): ALAN M. ABRAMSON, Executive Esch & Morris & Son

Against (Utility name): People's Energy

As to (Reason for complaint) FAILURE OF PPL'S GAS TO ADJUST METER READING and  
return account A 750.00 1447-5619

in CHICAGO Illinois.

### TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6756 N. WHARF ST CHICAGO IL 60645

The service address that I am complaining about is 6060 N. SACRAMENTO #1 CHICAGO IL 60659

My home telephone is (773) 743-4449

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 743-4449

(Full name of utility company) People's Energy (Peb Gas) (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

section 200.170 & FL Admin Code

FORMAL COMPLAINT AGAINST PPLS ENERGY AFTER MY  
INFORMAL COMPLAINT WITH THE COMMISSION WAS NOT MET  
WITH RELIEF.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☐ No

NOT  
done

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

see attached sheet

Please clearly state what you want the Commission to do in this case:

adjust bill and issue refund

Date: Sept 10, 2002  
(Month, day, year)

Complainant's Signature Alan M. Ahanson

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must witness the completion of this part of the form.

I, ALAN M. AHSANSON, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Alan M. Ahanson

Subscribed and sworn/affirmed to before me on (month, day, year) September 10, 2002

Rochelle H. Perman  
Notary Public, Illinois  
"NOTARY PUBLIC SEAL"  
ROCHELLE H. PERMAN  
NOTARY PUBLIC, STATE OF ILLINOIS  
My Commission Expires 6/23/03

**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

RE: People's Gas Account # 75000-1447-8609 (Oscar Dessau 6060 N. Sacramento FL1 Chicago, IL. 60659)

After several months of incorrect meter readings (from the phone) and misunderstandings I finally requested a visual meter reading by a Peoples Gas representative. They sent one on 03/01/02. The hand written reading was 2223. I was told however that the computer automatically changed this to 3223 because it cannot understand how the reading could have gone backwards. I then requested a second visual reading and a test of the meter. A second representative from Peoples Gas came on 04/22/02 and his hand notes reflected a reading of 2297. Again this reading was overridden and changed to 3297. The test of the meter showed that the meter was working correctly yet no rollback of billing was allowed because the account continued to show a reading of 3297. I asked for another visual reading and they told me they destroyed the meter. I respectfully demand that the hand written readings of the two separate People's Gas readers be recorded as the actual reading and a refund issued to the account.